

**Contribute**

**True experience with IEM Inc. Disaster Recovery people, it is very hard to find straight answers**



Published: 1-12-2019 Revised: 1-12-2019

For months homeowners have asked the same question of IEM contractors. Many questions were posted, email, called in to the Baton Rouge call center that IEM inc manages. Some from as far back as May 2018 that are still unanswered today. Heres one Question

All documents, emails, etc., in this post were obtained with the following public records request.

>>> FOIA <<<

From: Murray Wennerlund

Sent: Thursday, November 29, 2018 1:59 PM

To: DOAPUBLICRECORDS

Subject Murray Wennerlund Document and Email with attachments request

Good Morning,

I respectfully request emails to include attachments, files or documents between the following dates September 24, 25, 26, 27, 28 of 2018, between the listed persons TO and FROM to include CC and BCC emails.

Emails will be either in reference to Facebook.Com posts and or could be referencing any applicant or Murray Wennerlund or Clara Carruth or RLHP Acct # or any member of a private facebook.com group of Restore LA Program Info Exchange.

State employees, contractor hires, temporary hires, independent contractors, private individuals using email address of @restore-la.org

Nick Speyrer  
Paul Roberts  
Charles Voelker  
Derrick Speyrer  
Melanie Karwoski  
Gregory Price  
Debra Hunt  
Jason Clary  
Ronald Sanders  
Glenna J. Gauthier  
Victor Hernandez  
Michael Bienvenu  
Robert Derosa  
Gerald Horn  
Huston Boothe  
Joel Olivo

Thank you for your time.  
Murray Wennerlund  
Clara Carruth  
Denham Springs LA 70726

<<< END FOIA >>>

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[Very slight edits for readability. Documents were delivered as image PDF files which required manually typing for this post. Errors and omissions could be present, original documents without grant data will be made available upon request. Order of documents is by date.]

<<< RESULTS FROM FOIA >>>

From Paul Roberts  
Sent: Monday, September 24, 2018 11:06 AM  
To: Clara Carruth  
Subject: Account ID - Carruth

Clara - I have been informed that you would like to speak with me regarding the Program requirement that an Applicant, whom is eligible for a reconstruction award, obtain the services of a Louisiana licensed homebuilding contractor. The Program understands that some jurisdictions may issue a residential new construction building permit to an individual homeowner to construct their new home, however, if a homeowner wants to participate in the Program, then the services of a Louisiana licensed homebuilding contractor are required. Furthermore, the Program is providing additional funding for overhead and profit to pay for the services of the contractor. using the services of a Louisiana licensed homebuilding contractor will ensure a timely completion of the new construction and within budget, and most importantly within all required local building codes.

I believe your Construction Technical Advisor, Jason Clary, has been assisting you with the collection of the required documents as stated in the attached Reconstruction Guidance document. Please continue to work with Jason, and if I can be of further assistance my contact information is below.

Thanks, Paul

Paul W. Roberts  
225.831.2976  
Paul.Roberts@restore-la.org  
.....

From: Murray Wennerlund  
Sent: Monday, September 24, 2018 4:22 PM  
To: Restore Info Jason Clary  
Subject: Reconstruction and Elevation question

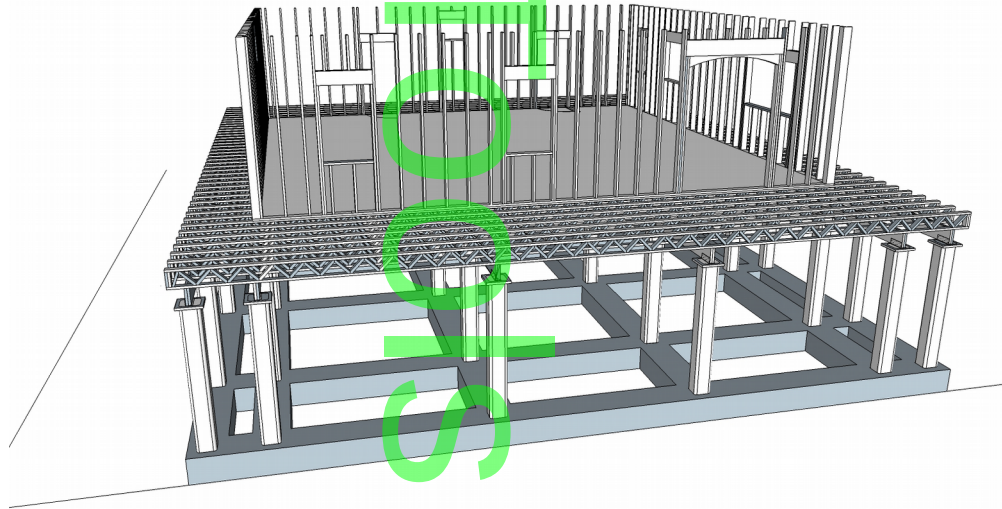
Good afternoon,  
I was told that the construction team was going to contact me regarding my request for components covered by the reconstruction of a substantially damaged home.

I've attached the image and linked the image so you can see the different components of an elevated pier and beam.

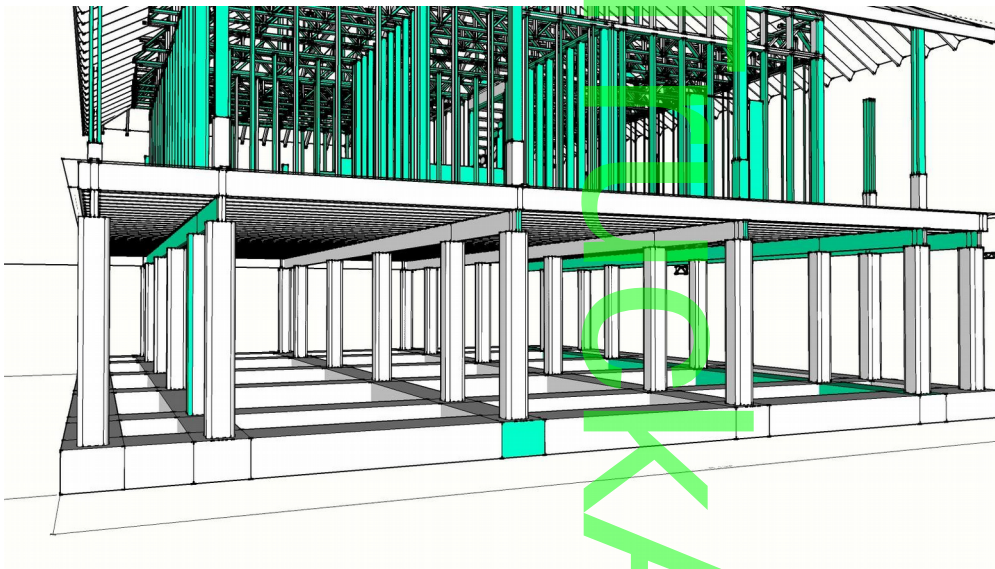
We want to know at what point is the Reconstruction sqft costs applied, from the Engineered Joists that rest on the beams or from the sub-floor that will rest on top of the engineered beams.

We are factoring that the sub-floor of the new construction would be part of the reconstruction and not part of the elevated platform.

Thank you for your time,  
Murray Wennerlund



Resource Link:  
[https://www.truckandtools.com/dl/GDYKImg/Elevation\\_components.jpg](https://www.truckandtools.com/dl/GDYKImg/Elevation_components.jpg)  
Resource Link:



[https://www.truckandtools.com/dl/GDYKImg/Elevation\\_And\\_Reconstruction.jpg](https://www.truckandtools.com/dl/GDYKImg/Elevation_And_Reconstruction.jpg)

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From: Jason Clary  
Sent: Tuesday, September 25, 2018 8:48 AM  
To: Paul Roberts  
Subject: FW: Reconstruction and Elevation question

This is the same applicant that we have told numerous times that she needed to hire a licensed contractor to participate in this program. He sent this after you sent your email yesterday. They always ignore what I say and ask other questions to proceed.

Jason Clary  
Construction Technical Advisor  
225-726-2861  
jason.clary@restore-la.org

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From: Jason Clary  
Sent: Tuesday, September 25, 2018 8:58 AM  
To: Murray Wennerlund  
Subject: RE: Reconstruction and Elevation question

Is all of the green members new and white existing? It is hard for me to tell what is existing. Are you demolishing everything to beef up the grade beams, or is that your existing grade beams?

Jason Clary  
Construction Technical Advisor  
225-726-2861  
jason.clary@restore-la.org

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From: Murray Wennerlund  
Sent: Tuesday, September 25, 2018 10:52 AM

To: Jason Clary  
Subject: Re: Reconstruction and Elevation question

All I need for my bid invites is to know if the reconstruction price per sqft of \$108/\$130 starts at the floor joists or is it starting at the sub-floor.

We are planning on getting bids for "abandon first floor" and Elevation by Pier and Beam with strap foundation design. Currently the engineers are asking at what point does their bid end, before the joists or with joists.

The image was just my illustration elevation components. So technically the abandoned first floor would be up to the bottom of the engineered joists.

.....  
From Jason Clary  
Sent: Tuesday, September 25, 2018 11:07 AM  
To: Paul Roberts  
Subject: FW: Reconstruction and Elevation question

I honestly do not feel comfortable replying to this because of them trying to find any fault in everything I say, to use against me.

Jason Clary  
Construction Technical Advisor  
225-726-2861  
jason.clary@restore-la.org

.....  
From: Paul Roberts  
Sent: Tuesday, September 25, 2018 2:25 PM  
To: Jason Clary  
Cc: Charles Voelker  
Subject: Account ID - Carruth  
Attachments: AcctID\_123456\_Name\_Clara\_Carruth\_Elevation\_Certificate.pdf

The Reconstruction Allowance is based on a flooring system that consist of either a monolithic concrete slab design, or a pier and beam design up to three feet above grade. Applicants that have received a SDL for their slab on grade home are only eligible for a Reconstruction Award plus additional funding for elevation. Abandoning the first floor to represent an elevated foundation is not eligible for funding. Please invite the both Clara and Murray to a meeting at the HAC, and encourage them to bring their construction drawings. The attached EC is not indicating a plan to elevate to BFE plus two feet.

Thanks, Paul

Paul W. Roberts  
225.831.2976  
Paul.Roberts@restore-la.org

.....  
From: Jason Clary  
Sent: Tuesday, September 25, 2018 2:40 PM  
To: Clara Carruth  
Cc: Murray Wennerlund

Subject: Re: Account ID - Carruth

I understand what that is, being doing structural design for 22 years. Just all of these questions that no other applicant has ever asked before, I have to dig for the answers. In order to put that kind of load on top of a single story home (Which I know the existing slab cannot carry the load), you would have to beef up your footing with grade beams shown like on your illustration. Below is a response to your questions from a higher member of this program:

The Reconstruction Allowance is based on a flooring system that consist of either a monolithic concrete slab design, or a pier and beam design up to three feet above grade. Applicants that have received a SDL for their slab on grade home are only eligible for a Reconstruction Award plus additional funding for elevation. Abandoning the first floor to represent an elevated foundation is not eligible for funding. Please would both of you come to the HAC, and bring any construction drawings that you may have. I can have Paul sit down with us and we can figure this out togehter. The attached EC is not indicating a plan to elevate to BFE plus two feet also.

Jason Clary  
Construction Technical Advisor  
225-726-2861  
jason.clary@restore-la.org

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From: Murray Wennerlund  
Sent: Tuesday, September 25, 2018 3:14 PM  
To: Jason Clary Clara Carruth Paul Roberts  
Cc: State OCD-DRU Director Jeff Haley  
Subject: Re: Account ID - Carruth

If I have to go into the office for every question about what Restore will pay for and not pay for we are wasting my name [time] and this will require me to ask for a different CTA.

I'm not interested in your life or your background.  
I'm interested in knowing just what Restore is going to pay for when I elevate by abandoning the first floor which for your information is FEMA approved and our city planners often recommend it.

If your HUD has a policy that does not pay for this type of elevation then that's fine. I have never asked you to pay for my elevation. I have simply asked when taking an elevated home at what point does the Reconstruction per sqft pricing start.

- A. At the sub-floor.
- B. At the joists that support the sub-floor.

In a classical Pier and Beam the joists are the pieces of lumber that cross over the beams. Then you attach your sub-floor.

Does the \$130/sf include the joists? Yes or NO

Murray

.....

From: Paul Roberts



Sent: Tuesday, September 25, 2018 3:31 PM  
To: Murray Wennerlund Jason Clary Clara Carruth  
Cc: Jeff Haley  
Subject: Account ID - Carruth

Murray - The Program does not fund for abandoning to achieve elevation. A slab on grade structure that has received a SDL is eligible for a Reconstruction Award to build a new home, and additional elevation can be added to your award. The Reconstruction Allowance includes funding for a slab on grade or a pier and pier foundation.

Also, I request you and Clara come into the office with your construction drawings and elevation certificate, so we can get all of your questions answered in person.

Thanks, Paul

Paul W. Roberts  
225.831.2976  
Paul.Roberts@restore-la.org  
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From: Murray Wennerlund  
Sent: Tuesday, September 25, 2018 4:03 PM  
To: Paul Roberts Jason Clary Clara Carruth  
Cc: Jeff Haley  
Subject: Re: Account ID - Carruth

We are NOT doing a Pier and Beam, the Restore program at the estimated \$28/sf for our 2,868/sf home is too costly for.

We are elevating using FEMA guidance and our city planners guidance by abandoning the first floor. Out bids are up to the Joists for this phase of our build.

Then we expect Restore to pay the \$130/sf for the construction of the new home on top of the newly reworked elevated platform approved by FEMA, our engineers and our City.

If you are saying Restore will not pay for our reconstruction because of the method of elevation then you need to say that now and be very clear with policy.

Murray  
.....

From: Paul Roberts  
Sent: Tuesday, September 25, 2018 4:48 PM  
To: Murray Wennerlund Jason Clary Clara Carruth  
Cc: Jeff Haley  
Subject: Account ID - Carruth  
Attachments: AcctID\_123456\_Name\_Clara\_Carruth\_Elevation\_Certificate.pdf

Murray - Please see the below taken directly from the attached Program policy manual.

If local code, ordinance or code enforcement official requires elevation of a home and that home has a slab-on-grade foundation, the only option for assistance under the RLHP will be reconstruction with elevation. RLHP will not elevate slab-on-grade structures.

The Program definition of reconstruction as stated in the Program policy manual is below.

Reconstruction: Demolition and rebuilding of an existing structure based on the program's building standards. Reconstructed property is built on the same footprint as the original structure and will not substantially exceed (limited to an increased of 20% or less) the square footage of the current or demolished structure. This requirement will subordinate to the local jurisdiction's building code requirements.

I hope this helps, and my invitation to come into the office to further discuss is still open.

Paul W. Roberts  
225.831.2976  
Paul.Roberts@restore-la.org

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From: Murray Wennerlund  
Sent: Tuesday, September 25, 2018 4:54 PM  
To: Paul Roberts  
Subject: Re: Account ID - Carruth

That was very helpful, I have read the manual a few times.

The last email I sent with the calculations to build using current policy is what I need you to review.

If Restore will accommodate the total figure estimated to be \$185,135 we will inform our contractors that have bids pending of the changes and have plans, bids, engineering completed before the end of November.

We just need to see that the program will cover the total costs of elevation and reconstruction as discussed.

Thank you for your time,  
Murray

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From: Paul Roberts  
Sent: Tuesday, September 25, 2018 5:19 PM  
To: Murray Wennerlund Clara Carruth  
Cc: Jason Clary  
Subject: Account ID - Carruth  
Attachments: 123456\_PRE ELEVATION CERTIFICATE.pdf

Murray - I am glad that helped! Until you submit your construction drawings for the new home to be built along with an updated elevation certificate, new construction building permit, and contract from a Louisiana licensed contractor I cannot tell you exactly what additional elevation funding will be eligible. I can tell you that an additional 2.5' of elevation height will be eligible, based on the attached elevation certificate dated 02.08.17. Any additional elevation height that you are proposing in your new construction design above the program required minimum elevation height of ABFE plus 2.0' is considered an upgrade, which is not eligible for funding. Please let us know when you have all of the above documents, so that we can further help align your reconstruction and elevation funding.

44.2 BFE  
2.0 Freeboard



46.2 Total  
-40.7 Less Lowest Adjacent Grade  
5.5 Total  
-3.0 Less Elevation Height included in Recon Allowance  
2.5 Additional Eligible Elevation Height

Paul W. Roberts  
225.831.2976  
Paul.Roberts@restore-la.org

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From: Paul Roberts  
Sent: Wednesday, September 26, 2018 9:34 AM  
To: Paul Roberts  
Subject: Facebook Post

[Screenshot from Facebook Group which Murray Wennerlund is a Moderator]

Post by: Murray Wennerlund  
Group: Restore LA Program Info Exchange  
Moderator - 28 mins [Restore monitoring private group]

If you start feeling your CTA is giving you lip we are working on getting them fired. It's been long enough, making us jump hoops for answers is over.

I have had one question asked once each day for 5 days and have been given all bad answers.

I want you to post what your CTA tells you and I'm now going to send it to legal in IEM Inc. starting in the morning and I'm bringing into question their right to act as a construction manager under Louisiana Law.

This is not what you need to do but it is what I just had to do.

CC Paul Roberts, CC Jeff Haley, CC My Family because I have not been given one answer that helps close my bid invite email.

- A. At the sub-floor.
- B. At the joists that support the sub-floor.

In a classical Pier and Beam the joists are the pieces of lumber that cross over the beams, then you attach your sub-floor.

Does the \$130/sf include the Joists? Yes or No

Murray  
1 Thumbs Up at the time.

Thanks, Paul  
Paul W. Roberts  
225.831.2976  
Paul.Roberts@restore-la.org

.....

From: Paul Roberts  
Sent: Wednesday, September 26, 2018 9:41 AM  
To: Charles Voelker Derrick Speyrer Melanie Karwoski Gregory Price Joseph Williams Matthew Price Debra Hunt Jason Clary Ronald Sanders Glenna J. Gauthier Victor Hernandez Michael Bienvenu Robert Derosa Gerald Horn Huston Boothe Joel Olivo  
Subject: Facebook Post

Please see below post on Restore Facebook page in reference to all of us. I am handling this particular Applicant, but I want to stress how important it is for everyone to stay in your lane, and follow our policy manual. If you have not read the policy manual lately, I would suggest you do so now. If you are following our policy manual and using it to respond to Applicants then you are safe. Applicants may not agree with our policy, which is their right. We are finding Applicants that are frustrated due to the lack of good communications, so please thoroughly work their issues and clearly communicate a best path forward.

Thanks, Paul  
Paul W. Roberts  
225.831.2976  
Paul.Roberts@restore-la.org

[Screenshot of post from Private Facebook Group [Restore LA Program Info Exchange] which Murray Wennerlund is a Moderator]

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From: Jason Clary  
Sent: Wednesday, September 26, 2018 9:45 AM  
To: Paul Roberts Charles Voelker Derrick Speyrer Melanie Karwoski Gregory Price Joseph Williams Matthew Price Debra Hunt Jason Clary Ronald Sanders Glenna J. Gauthier Victor Hernandez Michael Bienvenu Robert Derosa Gerald Horn Huston Boothe Joel Olivo  
Subject: RE: Facebook Post

Wow, everything we have told this applicant has come straight from the policy, yet he cannot see through his own arrogance that we have answered his question every time he has asked.

Jason Clary  
Construction Technical Advisor  
(o) 225-726-2861  
jason.clary@restore-la.org

.....

From: Matthew Price  
Sent: Wednesday, September 26, 2018 9:46 AM  
To: Paul Roberts  
Subject: RE: Facebook Post

10-4.... Also, Jason stated this morning that he got on the "Restore LA" Facebook page... Actually he joined Murrays Restore LA homeowners group on facebook, and not the General Publics Restore LA page.

Murray is sucking him in

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From: Paul Roberts  
Sent: Wednesday, September 26, 2018 9:54 AM  
To: Jason Clary  
Subject: RE: Facebook Post

Murray wants to design his own Restore Louisiana Program.

Thanks, Paul  
Paul W. Roberts  
225.831.2976  
[Paul.Roberts@restore-la.org](mailto:Paul.Roberts@restore-la.org)

.....

From: Jason Clary  
Sent: Wednesday, September 26, 2018 9:54 AM  
To: Paul Roberts  
Subject: RE: Facebook Post

Do I need to worry about losing my job over this?

Jason Clary  
Construction Technical Advisor  
(o) 225-726-2861  
[jason.clary@restore-la.org](mailto:jason.clary@restore-la.org)

.....

From: Paul Roberts  
Sent: Wednesday, September 26, 2018 9:56 AM  
To: Matthew Price  
Subject: RE: Facebook Post

Very nice! I had my Amy join the Applicants facebook in New York to keep me updated. Nick Speyrer shared the post with me yesterday.

Thanks, Paul  
Paul W. Roberts  
225.831.2976  
[Paul.Roberts@restore-la.org](mailto:Paul.Roberts@restore-la.org)

.....

From: Paul Roberts  
Sent: Wednesday, September 26, 2018 9:59 AM  
To: Jason Clary  
Subject: RE: Facebook Post

No. I have always said if you are not on a CDBG Program facebook site then you are not doing your job. Applicants love to complain about me because I am telling them our policy and the truth in disbursement of funding, and Applicants do not like what I am telling them, so they love to say I am wrong.

Once I get in front of Murray I am going to put him in his place.

Thanks, Paul  
Paul W. Roberts  
225.831.2976  
Paul.Roberts@restore-la.org

.....

From: Jason Clary  
Sent: Wednesday, September 26, 2018 10:02 AM  
To: Paul Roberts  
Subject: RE: Facebook Post

Thanks

Jason Clary  
Construction Technical Advisor  
(o) 225-726-2861  
jason.clary@restore-la.org

.....

From: Paul Roberts  
Sent: Wednesday, September 26, 2018 10:02 AM  
To: Charles Voelker  
Subject: RE: Facebook Post

FYI

Thanks, Paul  
Paul W. Roberts  
225.831.2976  
Paul.Roberts@restore-la.org

[Screenshot of post from Private Facebook Group [Restore LA Program Info Exchange] which Murray Wennerlund is a Moderator]

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[NOTES, REFERENCES, TRANSLATIONS, Sanity Comments]

It is a continuous battle trying to get correct and accurate answers out of IEM hired call center people. Homeowners in the Restore LA Program info Exchange group have documented many communications issues between homeowners and their case workers and CTAs.

Instead of answering the actual questions I sent in month ago they play games like little children and spend more time discussing what I (Murray Wennerlund) posts to facebook.com. This is not professionalism at all, they are hired to help disaster victims yet you can see they spent time sharing within the state of Louisiana network game play. We suspect we still have IEM and state employees that monitor homeowners from Facebook and other social media platforms.

I did get my question answered, December 19, 2018 after additional online Restore Facebook posts and other social media posts.

[The answer to our question was received in two parts in the second week of December 2018.](#)

We Louisiana 2016 flood victims will recover and we will remember everything about our recovery.

Our fellow taxpayers sent to us \$1.27 billion and I'll be damned if we are going to have a circus of clowns change policy and make things so unclear it takes more than 12 months to even start rebuilding a home. Why is it so complicated? It's because those listed in this email that were actively avoiding the simple question are clueless and I honestly mean what I say. I hvae learned more since June 1, 2018 as a flood victim with an internet connection than most of the CTAs inside the states network. And I'm willing to prove it any time you feel like sharing what's really going on.

Referenced Private Facebook.Com group posting by Moderator Murray Wennerlund [Restore LA Program Info Exchange](#)

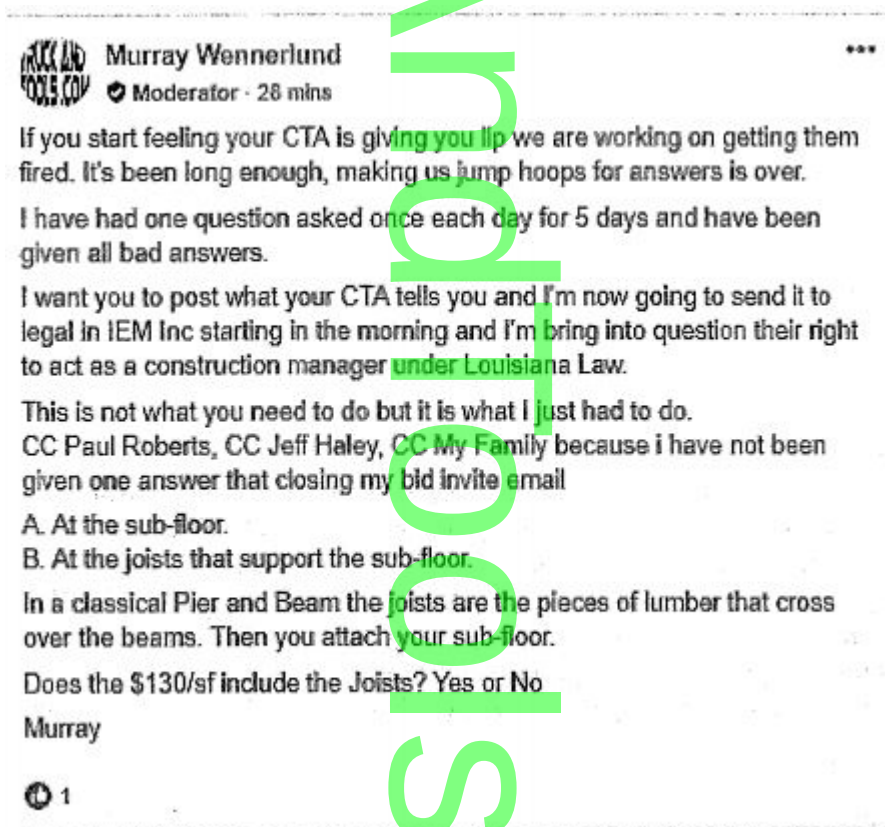


Image of Post:

**Copy provided by TruckAndTools.Com developed by Murray Wennerlund.**

**Email [help@truckandtools.com](mailto:help@truckandtools.com) for additional information.**

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Original location: <https://www.truckandtools.com/disaster/bureaucracy.asp?gdyk=183>

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